

# **Complacency, Cannibalism & Critical Thinking - Avoiding Toxicity**

## **May 12, 2015**

### **Sioux Falls, SD**

This new class will blow your headset off! We want to affirm the great work of your hard-working 9-1-1 staff member, inspire the “average” staffer and bring the “oh no, that’s me” realization to the type A tiger that is slowly killing workplace morale within your team. This class will cover: Dispatch Complacency, Cannibalism and Avoiding the Toxic Workplace and offer new tools on how to be a “critical thinker”.

Instructors will put the emphasis on self-evaluation and reflection of your attitude, behavior and performance. The goal is to provide new ideas, skills and tools to use within the 9-1-1 profession and how those tools will make you better under both routine and emergent events or calls. Each student will be provided with 10 Proficiency Tools to improve their ability to gain or remain positive under pressure and resolve conflict within your Communications Center. We offer ideas that allow individuals and work groups a way to self-assess operational and interaction issues within any emergency communications environment. We don’t want to focus on the negative alone, we want to effectively remind your 9-1-1 professionals to make conscious decisions and use critical thinking to see how their attitude and performance affect the calls for service, how they are perceived and how they can turn the negativity around. We show the down side to complacency and how it affects the relationships we have within the 9-1-1 center, risk to our field responders and potential public relations failures within the communities we serve.

Each student will see demonstrations of the critical link between decision making and risk and the failures caused by complacency. We want to help you and your staff realize what workplace negativity does to you both personally and professionally. We offer real world solutions and proven ways to turn around negativity and complacency. It’s almost impossible to explain everything that students will experience in this class.

Topics covered in this class:

- Decision making
- Thought process
- Empowerment
- Personal accountability
- The vital role of a Mission Statement and Core Values
- Individual and agency duty
- Ethical standards
- Compassion fatigue
- How you can be an official or unofficial role model in the workplace

This one-day course taught by Public Safety Training Consultants is funded by Law Enforcement Training and hosted by Metro Communications. **For further information or to register for the course, contact Anna Flogstad at (605)978-5585. Please submit the one-page advanced training application directly to Metro Communications.**